

State Quality Improvement Committee

Meeting Minutes

June 23, 2008

Attendees: Carol Miller, Julie Steele, Katie Gregory, Katy Larsen, Rick Smith, Stephen Clark

Guests: Brad McGarry, Geniel Evenson, Karen Hill, Karrie Penney, Kristin Lambert, Lisa-Michele Church, Navina Forsythe

Welcome

Rick Smith welcomed everyone to the State Quality Improvement Committee (QIC) meeting. Introductions were made.

Status Update on Federal Court Oversight

Lisa-Michele gave an update on the David C. court oversight and the work toward exiting the lawsuit. The Division of Child and Family Services (DCFS) made some cultural shifts this year to make it feel like their own system. Lisa-Michele wrote a public opinion article for the Salt Lake Tribune, asking the public for input about their child welfare system. She has received many responses to this article. We need to continue this discussion and encourage community involvement. DCFS is making great progress in meeting the goals for exiting the lawsuit. It has been a challenge to keep legislation from affecting the great work of DCFS, and Lisa-Michele is continuing her outreach efforts. To engage community partners, Lisa-Michele and Brad McGarry have made visits to many partners. The court monitor and plaintiffs will be coming this summer and fall to make contact with community partners and QICs and to observe how the system in Utah is working. An update will be given to the committee in the fall.

Office of Services Review Annual Reports, Qualitative Case Reviews, and Case Process Reviews

Brad from the Office of Services Review (OSR) said that we do not have final numbers from the reviews yet as they are in final edit checks. The preliminary scores show that DCFS has been vigilant in working toward maintaining these scores. Overall, total preliminary scores on the Case Process Review (CPR) are:

- CPS questions meet the 90% goal, and CPS has trended upward and maintained above 90% for the past years.
- Unable to locate questions have exceeded 85% for the third year in a row.
- Unaccepted referrals have been 90%-plus, with 100% this year.
- Home-based services have improved from around 60% a few years ago to about 85% this year.
- Foster care has steadily increased, and this year it appears to be at 91%.

- The overall score this year seems to be around 91%.

Kristin Lambert presented regional Qualitative Case Review (QCR) scores, which are fairly similar to last year's scores. Some of these scores have slipped slightly, but are very close for all regions. The regional numbers are final for Western, Salt Lake Valley, and Eastern Regions. All regions are within one case of passing the QCRs, except Southwest Region who passed the review this year. Southwest had a marked decline last year. They followed their marked decline plan and brought their score up in Child and Family Assessment by 14%. The regions are focused and working together on keeping these scores up as they reflect good practice. Eastern Region had a marked decline this year in Child and Family Assessment and has generated their marked decline plan. Brad explained what constitutes a marked decline in each area. Even if it does not reach the level of a marked decline, DCFS still focuses on scores that have dropped and what needs to be done to increase those scores.

Steve asked how OSR tracks statewide data on each area. Brad explained that OSR has continually tracked this and the only items that appear to need more attention are Child and Family Assessment and Long-Term View. This year, the Program Improvement Team with DCFS is focusing on Long-Term View.

OSR had enough reviewers without the assistance of the court monitor. This is largely due to the assistance from the certified DCFS reviewers. State and Regional QIC members have also stepped up as shadow reviewers. Rick served on the Eastern Region QCR, and it was very interesting and he learned a lot about the child welfare system in Utah. He has asked others in his office to participate when they can.

Lisa-Michele stated that other agencies within DHS are looking to institute a similar system for their divisions. She also stated that the Utah Foster Care Foundation is looking at this. Brad explained that the Navajo Nation would also like to have a review system for them, and Duane Betournay and he will meet with their leaders to discuss how they can integrate a similar review system.

Steve asked that committee members pay attention to the deadlines for signing up for a QCR and recruit others within their agencies or within their communities to participate. Katy asked for a yearly schedule to share with all members. **Kristin will email the schedule to committee members.**

Placement Stability/Delinquent Youth

Navina and Karrie presented a data report around placement stability/delinquent youth. They walked the committee through the report and addressed questions as they arose. It appears that some regions are judge-driven and different philosophies between judges may be the cause. Katie explained how the court improvement project is working with judges to standardize when youth are ordered into care. JJS has guidelines about when youth can be ordered into their custody, which DCFS does not have. Available resources may also factor-in to when a youth is ordered into care. This study shows that youth are in custody longer and have more placement changes than younger children.

This information can be broken down by region/judge. **Katy will present this report to the Regional OICs in their July coordination meeting and see if they will be able to address the issues found in this study. Katy will let the State OIC know what the regions will be doing with this information.**

Julie asked if we should look at how placement stability/changes affect youth in care. Navina suggested looking at the different reasons for placement changes to see what that information tells us.

Other Business

Katy let committee members know that the DCFS quarterly report is included in their handouts, which can help us know what to focus on.

The substance abuse training is on track and will begin in July. It is anticipated that this training will be given to this group in August.

Set Next Meeting – August 25?

There will be no meeting in July. The next meeting will be held on August 25, 2008 from 12 to 2pm.